



Increase well-being for staff measured in employee survey (The Beat)(2)	5						Introduced new tool (The Beat): 27,9		39,6 +41,9%	42
Increase portion of positive answers about sustainability in the employee survey.	5						Introduced new tool (The Beat):52,5	55	58,1	58,5
Reduce absence due to illness (%) (3) GRI: G4-LA6. Comment: Absence due to illness/injuries should not be registered per gender.	6	3,9%	3,93	3,8%	4,11	DK: 3,60 NO: 4,24 SE: 3,57	New – per country: DK: 4,75 NO: 4,65 SE: 3,69	Per country: DK: 4,6 NO: 4,5 SE: 3,6	Per country: DK: 4,75 NO: 4,75 SE: 3,7	Per country: DK: 4,75 NO: 4,5 SE: 3,63
Ensure that the proportion of female managers reflects the organisation. GRI: G4-LA12. Comment: NCH have no targets related to age, so not measured.	6	59%	62,9%	61,55%	62%	62% (65,9% female employees in the organisation in total.)	62% (65% female employees in the organisation in total.)	The proportion should reflect the organisation.	63% (63% female employees in the organisation in total.)	The proportion should reflect the organisation.
Increase the proportion of middle managers with non-Scandinavian origin. GRI: G4-LA12. Comment: NCH have no targets related to age, so not measured.	6	6,7%	8,7%	10 %	12%	14,02%	13%	14%	11%	14%
<b>Tasty, healthy and sustainable food</b>										
Ensure that all hotels serve a selection of organic food with KRAV certification in NO and SV	15	100%	100%	100 %	100%	100%	100%	100%	100%	100%
Ensure compliance of Nordic Choice's Red list	18	Introduced	Started	Implemented	Controls and follow-up	Controls and follow-up	Controls and follow-up	Continue monthly controls	Controls and follow-up	Continue monthly controls
Phase out all bad palm oil (4)	19			First palm oil free hotel, Quality Hotel Fredrikstad		Clarion was the first palm oil free hotel chain in NO and SE.	Only use sustainably produced palm oil, if using products containing palm oil	Maintain	Maintained	Maintain
Develop good indicators for sustainable food	16							Started work to register all food guests	Continue work to register all food guests	Automatic registration of food guests
Reduce food waste kg/guest night	16				0,54	-35% 0,35	0,4	-10%	0,3 -19%	Introduce measurements total food guests
<b>Fair trade</b>										
Assess risk in supply chain GRI: G4-EN32;LA14;HR10	7	Introduced	Completed	Continued	Survey central suppliers accomplished	Continued	Launched sustainable minimum requirements	Implement sustainable minimum requirements	Implementing sustainable minimum requirements has started	Ensure compliance of sustainable minimum requirements
Implement improvement initiatives in supply chain GRI: G4-EN33; LA15;HR11 (Management system)	7				Several initiatives implemented	Several initiatives implemented	Several initiatives implemented	Develop and continue	Several initiatives implemented	Develop and continue
<b>Local social responsibility</b>										
Increase proportion of hotels with at least one local initiative.	8	N/A	22%	71%	76%	75%	75%	80%	Numbers N/A due to delayed survey for hotels taking	80%

									part in event "Lonely Christmas tree".	
<b>Guests</b>										
Increase the proportion of guests that answer positively to the question: "I experience that this hotel takes responsibility for the environment, people and society." (5)	3			69,9	69,7	69,3	69,3	70,5	69,1	74,1
Increase the proportion of guests who will recommend the hotel to others, guest satisfaction NCH (NPS) GRI: G4-PR5	3	Mapped						44,9	45,2	50
<b>Responsible operations</b>										
Operations free of bribes and corruption GRI: G4-SO5	4									
Secure and responsible handling of personal information GRI: G4-PR8	4									

\* Indicators relevant for GRI (Global Reporting Initiative) will be mentioned with their GRI-name, underneath the respective indicators.

(1) Most hotels report their waste in kg/guest night, but a few hotels still have their waste volume stated in liter/guest night.

(2) Scale -100 to 100. 30 is a good result.

(3) Statistics for absence due to illness include all our operating hotels.

(4) Bad palm oil refers to palm oil not certified according to RSPO's two strictest levels, or equivalent.

(5) After their stay, hotel guests are given the opportunity to respond to questions about how satisfied they were with their stay.

GRI: STANDARDREDEGJØRELSE		
GRI-indicator	Page number or website	
G4-1	Introduction	Report p. 1
G4-3	Name	Nordic Choice Hospitality Group as
G4-4	Product	<a href="https://annualreport.choice.no/">https://annualreport.choice.no/</a>
G4-5	Main office	Fredrik Stangs gate 22-24, Oslo, Norway
G4-6	Online presence	<a href="https://www.nordicchoicehotels.no/hotell/?resetDestination=true">https://www.nordicchoicehotels.no/hotell/?resetDestination=true</a>
G4-7	Ownership	Nordic Choice Hospitality Group is 100% owned by Strawberry Hospitality Group AS
G4-8	Markets	<a href="https://www.nordicchoicehotels.no/hotell/?resetDestination=true">https://www.nordicchoicehotels.no/hotell/?resetDestination=true</a>
G4-9	Size	<a href="https://annualreport.choice.no/">https://annualreport.choice.no/</a>
G4-10	Staff	Report p. 5

G4-11	Collective trade agreements	XX% of staff are trade union members and covered by collective agreements. All employees are paid in accordance with collective wage agreements.
G4-12	Supply chain	Report p. 7
G4-13	Substantial changes	<a href="https://annualreport.choice.no/">https://annualreport.choice.no/</a>
G4-14	Pre-cautious	Report p. 11
G4-15	Support of sustainability initiatives	Report p. 2, 20
G4-16	Central position in advocacy group	-
G4-17	Overview, business	<a href="https://annualreport.choice.no/">https://annualreport.choice.no/</a>
G4-18	Description of contents	Report p. 2
G4-19	Priorities	Report p. 2
G4-20	Limitation, internally	Report p. 2
G4-21	Limitation, externally	Indicators for follow-up of suppliers
G4-22	Change of reporting method	See table Targets and results, p. 22
G4-23	Change of measuring method	See table Targets and results, p. 22
G4-24	List stakeholders	Report p. 1, 2, 3
G4-25	Selection criteria	Report p.: Introduction
G4-26	Description of dialogue	Report p. 3, 5, 8, 19, 20
G4-27	Subject matters	Report p. 3, 5, 8, 19, 20
G4-28	Reporting period	2016
G4-29	Last report	2015
G4-30	Intervals	Annually
G4-31	<u>Contact details:</u>	cathrine.dehli@choice.no
G4-32	GRI-report type	G4/Core
G4-33	Audit	This report has not been audited
G4-34	Corporate governance	Nordic Choice Hospitality Group AS is a private limited company and Petter A. Stordalen is the only owner. Petter A. Stordalen is the chairman of Nordic Choice Hospitality Group AS.

G4-56	Ethical guidelines	<a href="https://www.nordicchoicehotels.no/samfunnsansvar/etiske-retningslinjer/etiske-retningslinjer/">https://www.nordicchoicehotels.no/samfunnsansvar/etiske-retningslinjer/etiske-retningslinjer/</a> ENGLISH?
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